



Regular Meeting
of the
San José
Public Safety, Finance & Strategic Support Committee
held
August 16, 2007 at 1:30 P.M

Roll Call: Madison Nguyen, Chair; Pete Constant, Vice-Chair; Forrest Williams, Member; Pierluigi Oliverio, Member; Deanna Santana, Deputy City Manager; Melanie Jimenez, Mayor's Office; Danielle Kenealey, City Attorney's Office; David Baum, Redevelopment Agency;

Staff: Julie Cooper, Deputy Director of Finance; David Persselin, Debt Administrator, Finance Department; Lee Price, City Clerk; Randy Murphy, Chief Information Officer; Desiree Jafferries, Manager, Customer Contact Center; Abe Andrade, Assistant Director, Redevelopment Agency; Lupe Aguinaga, Financial Analyst, Redevelopment Agency; Betsy Shotwell, Director, Intergovernmental Relations; Kathy Jackson, Finance Department; Jimmy Salandanan, Information Technology

The meeting was called to order at 1:32 p.m.

a. Report on the FY 2006-07 Fourth Quarter Debt Report (Finance)

Julie Cooper, Deputy Director of Finance, and David Persselin, Finance Department, presented the Debt Report.

The City's Debt Management Program is administered in the Treasury Division of Finance Department and is responsible for managing the City's debt issuance and debt administration activities for all City borrowings including the issuance and administration of tax increment debt for the Housing Department's Expanded Housing Program.

The Fourth Quarter Debt Report, for the period ending June 30, 2007, focuses on the following elements of the City's Debt Program: Completed financings and current portfolio through June 30, 2007, debt issuance and management activities completed during Fourth Quarter, Debt issuance activities anticipated through December 31, 2007, current long-term interest rate environment, and performance of the City's variable rate debt.

Upon motion of Member Williams, seconded by Member Oliverio, the Committee accepted the report.

b. Report on the FY 2006-07 Fourth Quarter Investment Report (Finance)

Julia Cooper, Deputy Director of Finance, presented the Investment Report.

The FY 2006-2007 Fourth Quarter Investment Report is for the quarter ended June 30, 2007. This report contains information on portfolio statistics, portfolio performance, compliance reporting requirements, investment trading activity, investment strategy, and significant developments, and can be found on the City's website at www2.csjfinance.org.

Upon motion of Member Williams, seconded by Member Oliverio, the Committee accepted the report.

c. **Report on the FY 2006-07 Fourth Quarter Revenue Collection Strategic Plan Report (Finance) (Recommend Deferral)**

Deferral approved.

d. **Redevelopment Agency Monthly Financial Reports (Redevelopment Agency)**

1) **Financial Statements**

2) **Capital Cost Report**

3) **Cash Flow Projections**

Abe Andrade, Redevelopment Agency, presented the Redevelopment Agency Monthly Financial Reports. Upon motion of Vice Chair Constant, seconded by Member Williams, the Committee accepted the Financial Reports.

e. **Review of Call Center Customer Service Standards and Vision (Information Technology)**

Randy Murphy, Chief Information Officer, and Desiree Jafferries, Customer Contact Center Manager, presented the report.

The Standards for the Call Center (now referred to as "Customer Contact Center) are based on metrics in three areas: Group Performance Call Metrics, Individual Performance Call Metrics, and Service Quality Metrics. Metrics and parameters are being developed that will incorporate Customer Service Representative Performance, Knowledge/Skills Measurements, and Customer Satisfaction Ratings.

The Vision for a world-class Customer Contact Center will continue to grow as the primary point of contact for the residents and City employees as callers seek resolution to issues. The Customer Contact Center will develop metrics that measure customer satisfaction and the City's completion or "follow-through" on inquiries. These metrics are essential to ensuring that the Standards and Vision of the Customer Contact Center are maintained, so that the City may retain pride in the level of customer service it provides.

Chair Nguyen expressed concern regarding the Customer Contact Center after-hour services and procedures for responding to callers. Chair Nguyen asked Randy Murphy to follow-up on streamlining and/or changing the policy to document the follow-up on after-hour constituent calls received by the Customer Contact Center. Randy Murphy stated that he would follow-up and respond to Chair Nguyen concerning the procedures on Customer Contact Center's after-hour constituent calls.

Desiree Jafferries said consideration has been given to leveraging off the Fire Department's mandated after-hour customer service, and phase in the Customer Contact Center after-hour constituent calls to the Fire Department's mandated after-hour customer service call center.

Randy Murphy asked for feedback from the Committee Members on the hours of operation/service they may consider appropriate for the Customer Contact Center.

Vice Chair Constant suggested minor changes be implemented to improve follow-up methods for the Customer Contact Center such as a city-wide department phone directory, an email message left for the day staff to follow-up on those constituent calls received after hours, and voice recognition for routing constituent calls efficiently and timely.

Desiree Jafferries responded to Vice Chair Constant's suggestions saying voice recognition for routing phone calls has improved, but is not perfect due to the technology utilized for voice recognition. Desiree Jafferries continued noting a list of upgrades will be forwarded to Nortel to enhance current techniques utilized by the Customer Contact Center. First call resolution rate and customer satisfaction rate will be measured for quality service. The city-wide phone directory and email messaging will be brought to staff's attention as methods for improving response times and streamlining constituent calls.

Member Williams suggests staff research entities with similar business techniques as utilized by the Customer Contact Center and exchange ideas on how to manage a more efficient service for customers.

Upon motion of Vice Chair Constant, seconded by Member Oliverio, the Committee accepted the report.

f. **Report on the Progress on Automation and Technology in the Office of the City Clerk (City Clerk/Information Technology) (Deferred from June)**

Lee Price, City Clerk, and Randy Murphy, Chief Information Office, presented the report.

The Mayor's June 2004 Budget Message directed the City Manager to fund the immediate implementation of an aggressive automation and electronic filing system to enable the Office of the City Clerk to streamline highly paper and labor-intensive processes.

Granicus technology has been implemented to video archive and video stream the City Council meetings and archive the Council packet, Synopsis and Agendas consolidating in one file located on a City Hall server.

Close to completion is a contract with NetFile, a unique outside source for internet-based electronic filing and online viewing service for campaign finance disclosure and lobbyist registration/activity statements. This system is voluntary and will remain so unless and until the Council takes action to mandate on-line filing in the future.

The conversion of legacy systems, including the citywide contracts database and the Council legislative history database is complete and available on the Intranet at all City Departments. The web-based availability is in the testing stage. Jimmy Salandanan, Information Technology, presented a demonstration of the Clerk's History and Documents (CHAD) system utilizing the contracts database.

Implementation of an integrated Electronic Content Management System (ECMS) is a streamline contract tracking, legislative action tracking and the Council agenda process. This system would improve customer service by providing easier access and available reference to critical information. Member Oliverio is opposed to this method moving forward due to the expense and suggests researching less expensive alternatives that would produce the same results. Vice Chair Constant expressed importance of

focusing on the business requirement and not the process. Upon motion of Vice Chair Constant, seconded by Member Williams, the report was accepted with Member Oliverio in opposition.

g. **Report on Key State Legislative Items (City Manager's Office)**

Betsy Shotwell, Intergovernmental Relations, presented the report. Upon motion of Member Williams, seconded by Member Oliverio, the Committee accepted the report.

h. **Oral Petitions**


No oral petitions.

i. **Adjournment**

Meeting adjourned at 3:26 p.m.

By:



Madison Nguyen, Chair 
Public Safety, Finance and Strategic Support
Committee

*Please note that this meeting can be viewed in its entirety on the City's website,
www.sanjoseca.gov and click on the link to view meeting broadcast.
you can find all Committee meetings as well as City Council meetings.*